User Manual

ioSafe® Solo G3

- Fanless Airflow Design
- Data Recovery Service (DRS)
- No-Hassle™ Warranty

Built to protect and backup data:

- Backup for Primary Hard Drive
  Protect against primary drive failure or corruption
- Fire Damage
  Up to 1550°F per ASTM E-119, 30 minutes
- Floods & Water Damage
  10 foot depth, 72 hours, salt or fresh water
- Theft
  Kensington® Lock Slot and Floor Bolt Down and Padlock Capable Design

ioSafe P/N: 910-11131-00 Rev 4

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Welcome

Thank you for purchasing the ioSafe® Solo G3 – our third generation of Solo series desktop drive. Designed to backup your primary hard drive from failure and accidental deletion as well as protect against data loss due to natural disasters such as fires and floods. For years, ioSafe has set the standard for disaster proof hardware. The ioSafe Solo G3 delivers an unprecedented combination of security and natural disaster protection at the price and near silent noise levels for our home and home office customers.

Your ioSafe Solo G3 is covered for one (1) year standard under ioSafe's No-Hassle™ Warranty and Data Recovery Service (DRS). Standard warranty term is one (1) year and covers the repair or replacement of the Solo G3 if the unit breaks for any reason. The Data Recovery Service (DRS) must be activated on our website by the original owner. Visit www.iosafe.com for more details on the warranty and DRS.

The ioSafe Solo G3 has been rigorously tested to protect the data contained in the device to meet the following specifications:

Fire Protection: Protects data against loss from fire up to 1550°F per ASTM E-119, 30 minutes.

Water Immersion: Protects data against loss from full immersion in fresh or salt water for up to a 10' depth up to 3 days in salt or fresh water.

Theft: Kensington® Lock Slot compatible – metal lock slot construction. Floor mount bolt down and padlock capable design.

NOTE: Please read this User Manual and retain it for future reference.

Copyrights

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Trademarks

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Federal Communication Commission (FCC)

Radio Frequency Interference Statement

This product complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance may void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to

provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television equipment reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between equipment and receiver
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/television technician for help
- Use a shielded and properly grounded I/O cable and power cable to ensure compliance of this unit to the specified limits of the rules

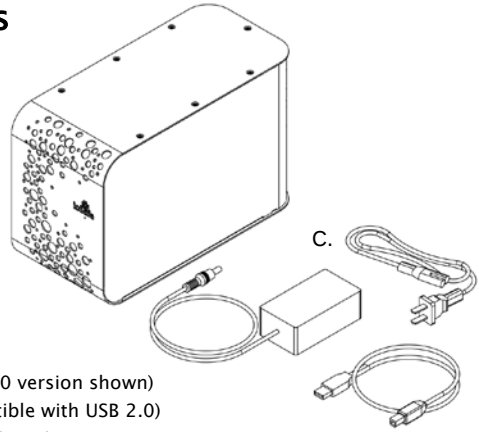
CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at ioSafe, Inc.

Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, no liability resulting from errors or omissions in the document, or form the use of the information contained herein is assumed. The publisher reserves the right to make changes or revisions without reservation and without obligation to notify any person of such revisions and changes.

Package Contents



Included in the package:

A. ioSafe Solo G3 (USB 3.0 version shown)
B. USB 3.0 cable (compatible with USB 2.0)
C. AC Power Adapter and cord
D. Quick Start Guide (not shown)
E. DRS Activation Card (not shown)

Specifications

Dimensions (Inches) ..... 5.0"W x 7.1"H x 11.0"L
Weight (Lb.) ..... 15 lbs

Interface Transfer Rate

USB 3.0 ..... up to 5 Gbps

Ambient Temperature

Operating..... 32°F – 95°F
Shipping ..... 32°F – 135°F
Non-operating..... 32°F to 1550°F with no data loss

Humidity

Operating (non-condensing) ..... 5% – 80%
Shipping (non-condensing) 90%
Non-operating Water Submersion ..... Up to 72 hours @ 10' depth
Complete submersion, fresh or salt water with no data loss

Theft:

Kensington® Lock Slot compatible – metal lock slot construction.
Floor mount bolt down and padlock capable.

System Requirements

For Windows: The ioSafe Solo G3 USB 3.0 version not specifically "for Mac" is formatted with the "NTFS" drive format, the default for all Windows operating systems.

For Mac: The ioSafe Solo G3 not specifically "for Mac" can easily be reformatted to work with a Mac. "Solo G3 for Mac" are ready out of the box to work with Mac computers.

See page 17 - Formatting the USB 3.0 ioSafe Solo G3 for Mac OS if you require reformatting.

Precautions

Please read the precautions listed below. Failure to do so may result in damage to the device and loss of data. All drives covered under ioSafe's Data Recovery Service (DRS) would qualify for data recovery for any reason under our general terms and conditions for the service. See our website for more details.

- **THE TERM "BACKUP" MEANS TO MAKE A REDUNDANT "COPY" OF YOUR DATA - NOT TO SIMPLY "MOVE" YOUR DATA FROM ONE DEVICE TO ANOTHER.**
- **Read the latest discussions on backup and data protection at: www.iosafe.com/faq or www.iosafe.com/blog**

- ***3-2-1 Backup!*** We strongly recommend that you keep at least **3 copies** of all your data on multiple devices. In addition to a primary copy of your data (your working directory), at least one copy of your data should sit on a fireproof waterproof hard drive, like the ioSafe Solo series, or be offsite at a second location. The ioSafe Solo G3 is a great backup device that can help protect data onsite. No matter what the data storage device, keeping redundant copies of your irreplaceable data will improve your chances for data recovery.
- Avoid bumping, jarring or dropping the ioSafe Solo G3 while connected to a computer and in use. Mechanical hard disk drives (HDD) are more susceptible to damage while they're operating. Inside a mechanical hard disk drive is a spinning disk and small read/write drive head that "flies" on a cushion of air above the disk. If the drive head hits the spinning disk, data loss can occur. Solid State Drives (SSD) have no moving parts so are less susceptible to shock. If you require that the drive continue to operate while being dropped or during vibration (as present while in an operating vehicle), we highly recommend the ioSafe products that incorporate an SSD for the ultimate in drop and shock protection.
- Do not disconnect any cables while the ioSafe Solo G3 is powered on without first stopping or ejecting the device through the operating system software interface. Disconnecting any drive during a read/write event can cause logical corruption on the drive, both SSD and HDD drives, which can sometimes result in data loss.
- Use proper surge and uninterruptible power supplies (UPS) to guard your computer system against abrupt outage and voltage spikes during brownouts and lightning storms.

Supported OS/interface connection:

Mac OS 10.3 or later ..... USB 3.0, USB 2.0
Windows 7/ Vista (SP2) / XP (SP3) ..... USB 3.0, USB 2.0

Note: MS Windows Server OS and Linux can sometimes be or become incompatible with the USB interface. The eSATA interface is the only direct connection fully supported by ioSafe on SoloPRO series hard drives for MS Server or Linux.

About USB

Actual connection performance depends on many factors including: CPU, file system overhead, number of attached devices and more. Given these and other factors, in day-to-day use you can expect maximum, sustained transfer rates to be less than the theoretical rates maximum rates possible with the connection.

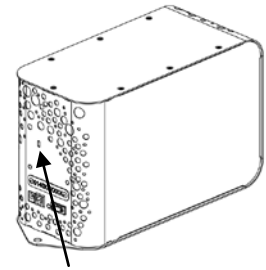
USB 3.0 is backwards compatible with USB 2.0 and 1.1. This means you can generally connect newer devices to older devices. However, interface transfer rates are limited by the interface with the lower speed.

NOTE: The cable supplied with your system has been optimized for performance. Longer cables may not work or only work intermittently.

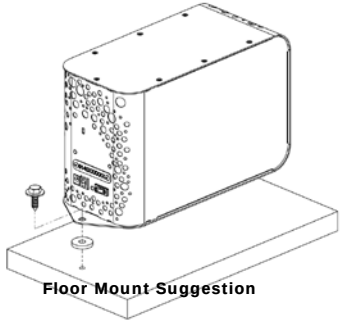
Securing the ioSafe Solo G3

Kensington® Security Slot (USB 3.0 version shown)

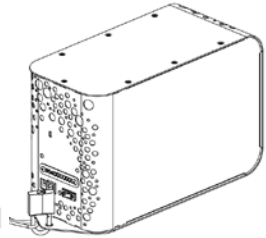
For drive security, the ioSafe Solo G3 is equipped with a Kensington security slot, which supports a standard Kensington security cable (sold separately). For more information on the Kensington security slot and available products, visit www.kensington.com. Alternatively, the ioSafe Solo G3 is designed to be floor mounted or padlock compatible as well.



Kensington® Security Slot



Floor Mount Suggestion



Cable Lock Suggestion

Backup and Encryption Software

- **Backup Software**

Upon proper activation of your Data Recovery Service, qualified users can download:

Genie Timeline™ Professional ($50 Value) Award winning backup software for Windows OS. Simple, block level, open file and OS Continuous Data Protection (CDP) software for Windows users. DRS Activation required at https://iosafe.com/activate to validate purchase prior to downloading software and install code.

Apple® Mac® TimeMachine®— Mac specific drives are already formatted with Mac compatible GUID Partition Table (GPT) formatting. If not, reformatting may be required. Simple instructions are online in the support and FAQ sections at iosafe.com or on page 14 for Mac users who have purchased a NTFS formatted drive and wish to format the drive for a Mac.

- **Encryption**

After DRS Activation, users can optionally download TrueCrypt® AES-256 Encryption Compatible3 - Open source, encryption software. FIPS 140-2, ISO/IEC 10118-3:2004. PC, Mac and Linux compatible.

Connecting the ioSafe Solo G3

1. **Connect.** Use the supplied USB 3.0/2.0 cable to connect the Solo G3 to a computer port.
2. **Verify that the Drive Mounts.** Before storing data on the ioSafe Solo G3, the drive must be "mounted" (physically connected and recognized by the OS) to the computers operating system.

For Windows PC, once the ioSafe Solo G3 is connected, you will see a blue light on the drive and the drive should mount in a few moments. A new drive icon/letter will appear on the desktop or in My Computer/Windows Explorer.

For Mac, once the ioSafe Solo G3 for Mac is powered on the operating system should mount the drive in a few moments. A new drive icon will appear on the Desktop and in the Finder. **The ioSafe Solo G3 not specifically "for Mac" should be reformatted for the Mac OS (See page 17 - Formatting the ioSafe Solo G3 for Mac OS).**

3. **The ioSafe Solo G3 is ready to use.** Save or drag and drop files to the drive as you would to any other drive attached to your computer.
4. **Or select the ioSafe Solo G3 as the backup target for any automated backup target program (like Genie Timeline for PC or Time Machine for Mac)**

5. Although **Genie Timeline Professional** or an equivalent software may be bundled with the ioSafe Solo G3 upon proper DRS Activation, you are free to use whatever backup software you choose and any commercially available application should work. Genie Timeline Professional is only compatible with Windows OS. We recommend Mac users utilize Time Machine which comes standard on newer Mac OS.

For MS Server or Linux Operating Systems: The USB interface has sometimes proven to be unreliable with MS Server and Linux operating systems. We highly recommend the ioSafe SoloPRO with an eSATA port for compatibility reasons. Support may be limiated.

Formatting for Mac OS

The ioSafe Solo G3 not specifically labeled as “for Mac” is likely formatted NTFS (for Windows) and may not be immediately recognized by Mac. You may get an alert message which reads: “You have inserted a disk containing no volumes ...” Click the ignore button and follow the steps below.

NOTE: The formatting process will Delete ALL information currently on the Hard Drive.

1. Disconnect all external Hard Drives and Flash Drives connected to you computer.
2. Power up your ioSafe G3, plug it into your Mac, and wait for it to show up on the desktop. *(Any information currently on the disk will be deleted.)*
3. Click Go on a Finder window, and select Utilities.
4. Open up the Disk Utility application located within the "Utilities" folder.
5. Select your external hard drive from the left hand side of the Disk Utility window and then click the Partition tab.
6. Click on the drop down menu where it says "Volume Scheme" and select "1 Partition".
7. Click on the "Options" button, select the "GUID Partition Table" option and click "OK".
8. Click in the field that allows you to name the volume and type in the value you prefer.
9. Verify the volume format is set to "Mac OS Extended (journaled).
10. Click "Apply" and then click "Partition" to start the formatting process.

The partitioning process should take around a minute. Once complete, the device will mount on your desktop with the name you provided.

Data Recovery Service (DRS)

The ioSafe Solo G3 comes with one (1) year of Data Recovery Service standard upon proper activation by the original end user. Various options to extend DRS coverage up to 5 years are available at www.iosafe.com. Click on "Activation."

Benefits of the Data Recovery Service:

Data Recovery Service – Both ioSafe + 3rd Party Forensic Recovery Services, onsite technical support if requested. Limitations Apply. See DRS terms and conditions for more details.

Simple Activation and Billing – Monthly or yearly billing.

Backup installation and support – phone and remote access support

Cancel at any time – no obligation, no commitment

Data Recovery Service for attached server, workstation or laptop (DRS Pro only)

Full Version Backup Software : Genie9 Timeline Professional (License Key will be emailed after product registration)

"No Hassle Warranty" – if it breaks for any reason while covered under any DRS, ioSafe will repair or replace the ioSafe product free of charge. All domestic shipping paid for by ioSafe.

Advanced Replacement Service – Replacement unit, box and prepaid shipping label sent to customer (DRS Pro only).

ioSafe Data Recovery Service Terms and Conditions

As applicable during the DRS period, the Company or its contracted partner will assist the original purchaser for one "data recovery event" without the requirement to pay a deductible. Additional attempts beyond the first “data recovery event” will require a deductible of $500 for the second “data recovery event”, $1000 for the third “data recovery event” and $2000 for the any additional “data recovery events.” For the DRS Basic or original ioSafe DRS plan (products sold prior to 2012), the DRS plan applies to the original owner for the ioSafe product. For the DRS Pro plan, data recovery services will be performed on the registered ioSafe product for the original owner and to one registered computer of the original ioSafe owner attached to the ioSafe product. The Company will attempt to restore the lost data by employing one or more of the following ways in ioSafe’s sole discretion:

The Company or its contracted partner will provide phone or email based support to assist in recovering the data, or

1. The Company will pay for the disaster exposed product to be shipped back to the Company's headquarters for data recovery. If data recovery is successful, a replacement product will be loaded with the original data and shipped back to the original user, or
2. At the discretion of the Company, if the data recovery by the Company is not successful, the Company will pay up to the total amount shown in the table below for the specific product to a third-party disk recovery service and/or an onsite technical support of the Company’s choice to extract the data. Any data extracted will be loaded on a replacement product and shipped back to the original user. The Company has the right to use a factory refurbished product as the replacement ioSafe branded product. Data recovery services for any attached server or computer will cover the costs of data recovery only up to the total limits below if applicable and will not cover replacement costs for the non-ioSafe branded server or computer.

Limits of Coverage in US Dollars per terabyte of data capacity of ioSafe product

Product Line	DRS Basic	DRS Pro
Any Solo or SoloPRO HDD	$2,500 / TB	$5,000 / TB
SoloPRO SSD or Rugged Portable SSD	$5,000 / TB	$5,000 / TB
ioSafe Rugged Portable HDD	$2,500 / TB	$5,000 / TB

The Company's good faith attempts to restore and recover the data in accordance with these terms and conditions shall be the purchaser's sole and exclusive remedy and the sole and exclusive obligation of ioSafe with respect to the DRS and the Company shall not be liable for any damages whatsoever due to loss of data or otherwise. The Company cannot and does not guarantee that any data will be recoverable and it cannot and does not guarantee which data files are on the product or the attached computer if applicable. Data restoration or recovery shall be strictly limited to whatever files are restorable or recoverable and not what the purchaser believes to exist on the product or attached computer if applicable. The DRS is valid only upon verified, activation on the ioSafe.com website in addition to valid registration for ioSafe branded products with proper serial numbers and activation codes for products owned by the original purchaser only. The DRS is not transferable to a third party without prior written signed consent of an ioSafe, Inc. executive based in the United States of America.

Data Recovery Procedure

If the ioSafe Solo G3 faces possible data loss for any reason, you should immediately call the ioSafe Disaster Response Team at 1-888-984-6723 (US & Canada) or 1-530-820-3090 (International) extension 430. You can also send an email to disastersupport@iosafe.com. The professionals at ioSafe can determine the best actions to take to protect your valuable information. In some cases a self recovery can be performed and provide you with immediate access to your information. In other cases, ioSafe may request that the ioSafe Solo G3 be returned to the ioSafe factory for data recovery. In any case, contacting ioSafe is the first step.

The general steps for disaster recovery are:

1. Email disastersupport@iosafe.com with your serial number, product type and date of purchase.
2. If you can not email, call ioSafe Disaster Support Team at 1-888-984-6723 (US & Canada) or 1-530-820-3090 (International) extension 430
3. Report disaster event, and obtain return shipping address/instructions
4. Follow ioSafe team instructions on proper packaging.
5. ioSafe will recover all data which is recoverable according to the terms of the Data Recovery Service Terms and Conditions.
6. ioSafe will then place any recovered data on a replacement ioSafe device
7. ioSafe will ship the replacement ioSafe device back to the original user

8. Once the primary server / computer is repaired or replaced, the original user should restore the primary drive data with the ioSafe backup data

ioSafe No-Hassle™ Warranty

If the ioSafe Solo G3 breaks during the warranty period, for any reason, we will repair or replace it. Yes, even if you break it on purpose.

The standard term for the warranty is one (1) year from the date of purchase. Monthly or yearly extended terms for No-Hassle Warranty services may be available upon activation. See the website or contact customerservice@iosafe.com for help. ioSafe reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. ioSafe disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well, which will vary from state to state.

ioSafe Contact Information

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